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### **CLAIM AMENDMENTS**

A complete set of claims reads as follows.

1. (Previously Presented) A method for directing service in a vehicle comprising:
  - receiving a service request from the vehicle;
  - receiving a vehicle location;
  - determining vehicle delivery-enabling information based on the service request and the vehicle location;
  - configuring the service corresponding to the service request based on the vehicle delivery-enabling information, wherein the service is configured at a service management subsystem; and
  - sending the configured service to the vehicle.
2. (Original) The method of claim 1 further comprising:
  - receiving a signal including a vehicle identifier from a vehicle communication component.
3. (Original) The method of claim 2 wherein the vehicle identifier is a unique code including user identifier information and vehicle location.
4. (Original) The method of claim 1 further comprising:
  - sending a list of delivery channels to a vehicle communication component.
5. (Original) The method of claim 4 further comprising:
  - selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.

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6. (Original) The method of claim 5 further comprising:  
optimizing the configured service for communication based on the selected  
delivery channel.
7. (Original) The method of claim 1 further comprising:  
configuring a vehicle communication component in the vehicle based on the  
vehicle delivery-enabling information.
8. (Original) The method of claim 1 further comprising:  
creating a profile that includes vehicle delivery-enabling information.
9. (Original) The method of claim 1 wherein determining vehicle  
delivery-enabling information is based on at least one pre-determined user  
input.
10. (Original) The method of claim 1 wherein sending the service corresponding  
to the service request comprises sending electronic mail to a vehicle  
communication component.
11. (Original) The method of claim 1 further comprising:  
updating the vehicle delivery-enabling information at a service management  
application while the application is in contact with a vehicle communication component.

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12. (Previously Presented) A system for directing service in a vehicle comprising:
- means for receiving a service request from the vehicle;
  - means for receiving a vehicle location;
  - means for determining vehicle delivery-enabling information based on the service request and the vehicle location;
  - means for configuring the service corresponding to the service request based on the vehicle delivery-enabling information; and
  - means for sending the configured service to the vehicle,
- wherein the means for configuring the service are located at a service management subsystem.
13. (Original) The system of claim 12 further comprising:
- means for receiving a signal including a vehicle identifier from a vehicle communication component.
14. (Original) The system of claim 12 further comprising:
- means for sending a list of delivery channels to a vehicle communication component.
15. (Original) The system of claim 14 further comprising:
- means for selecting a channel from the list of delivery channels to deliver the configured service corresponding to the service request.
16. (Original) The system of claim 15 further comprising:
- means for optimizing the configured service for communication based on the selected delivery channel.

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17. (Original) The system of claim 12 further comprising:  
means for configuring a vehicle communication component in the vehicle  
based on the vehicle delivery-enabling information.
18. (Original) The system of claim 12 further comprising:  
means for creating a profile that includes vehicle delivery-enabling  
information.
19. (Previously Presented) The system of claim 12 further comprising:  
means for updating the vehicle delivery-enabling information at a service  
management application while the application is in contact with a vehicle communication  
component.
20. (Previously Presented) A computer usable medium including a program for  
directing service in a vehicle comprising:  
computer readable program code that receives a service request from the  
vehicle;  
computer readable program code that receives a vehicle location;  
computer readable program code that determines vehicle delivery-enabling  
information based on the service request and the vehicle location;  
computer readable program code that configures the service corresponding to  
the service request based on the vehicle delivery-enabling information; and  
computer readable program code that sends the configured service to the  
vehicle,  
wherein the service is configured at a service management subsystem.

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21. (Original) The computer usable medium of claim 20 comprising:  
computer readable program code that receives a signal including a vehicle  
identifier from a vehicle communication component.
22. (Original) The computer usable medium of claim 21 wherein the vehicle  
identifier is a unique code including user identifier information and vehicle location.
23. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that sends a list of delivery channels to a  
vehicle communication component.
24. (Original) The computer usable medium of claim 23 further comprising:  
computer readable program code that selects a channel from the list of  
delivery channels to deliver the configured service corresponding to the service request.
25. (Original) The computer usable medium of claim 24 further comprising:  
computer readable program code that optimizes the configured service for  
communication based on the selected delivery channel.
26. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that configures a vehicle communication  
component in the vehicle based on the vehicle delivery-enabling information.

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27. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that creates a profile that includes vehicle  
delivery-enabling information.
28. (Original) The computer usable medium of claim 20 wherein determining  
vehicle delivery-enabling information is based on at least one pre-determined user  
input.
29. (Original) The computer usable medium of claim 20 wherein sending the  
service corresponding to the service request comprises sending electronic mail to  
a vehicle communication component.
30. (Original) The computer usable medium of claim 20 further comprising:  
computer readable program code that updates the vehicle delivery-enabling  
information at a service management application while the application is in contact with a  
vehicle communication component.